

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	70	(agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1))	US-PGPUB; USPAT	OR	OFF	2004/08/14 14:12
S2	0	(agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1)) same ((accept or decline) adj task)	US-PGPUB; USPAT	OR	OFF	2004/08/14 14:07
S3	1158161	(agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1)) same system adj over load\$3	US-PGPUB; USPAT	OR	OFF	2004/08/14 14:13
S4	3	(agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1)) same (system adj over load\$3)	US-PGPUB; USPAT	OR	OFF	2004/08/14 14:13
S5	14	("4737983" "RE34529" "5291550" "5335268" "5452350" "5530744" "5553133" "5570419" "5799077" "5802161" "5815566" "5878130" "5926528" "6327364").PN.	USPAT	OR	OFF	2004/08/14 14:15
S6	1095	system adj overload\$3	US-PGPUB; USPAT	OR	OFF	2006/12/06 14:20
S7	6	S6 same agent	US-PGPUB; USPAT	OR	OFF	2005/03/31 10:21
S8	9913	((accept\$3 or agree\$3 or admit\$4 or acknowledg\$3 or allow\$3 or receiv\$3) near2 (task or job or assignment))	US-PGPUB; USPAT	OR	OFF	2006/12/04 13:37
S9	211	S8 same agent	US-PGPUB; USPAT	OR	OFF	2005/03/31 10:26
S10	0	S6 and S9	US-PGPUB; USPAT	OR	OFF	2005/03/31 10:26
S11	0	S6 same S9	US-PGPUB; USPAT	OR	OFF	2005/03/31 10:26
S12	0	S9 same ((queue or buffer) adj full)	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:02
S13	1	S9 and ((queue or buffer) adj full)	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:02
S14	13	S8 same ((queue or buffer) adj full)	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:05
S15	5	("4937784" "5519696" "5655120" "5761507" "5956714").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 11:04

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S16	67	agent\$1 same ((workflow or task or job) adj assign\$4)	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:10
S17	177	(agent\$1 same (status adj message\$1))	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:11
S18	0	S17 same ((queue or buffer) adj (full or overload\$3))	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:12
S19	4811	(queue or buffer) adj (full or overload\$3)	USPAT	OR	OFF	2005/03/31 11:23
S20	26	S19 same agent	USPAT	OR	OFF	2005/03/31 11:26
S21	94	agent\$1 same (status adj message\$1)	USPAT	OR	OFF	2005/03/31 11:33
S22	11	("4510351" "5386464" "5450480" "5511116" "5592542" "5696811" "5793861" "5946386" "6263066" "6356633" "6449356").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 11:31
S23	0	"available if needed"	USPAT	OR	OFF	2005/03/31 11:34
S24	15	agent\$3 near5 (available adj1 need\$2)	USPAT	OR	OFF	2005/03/31 15:26
S25	1	"6747970".pn.	USPAT	OR	OFF	2005/03/31 13:49
S26	502	(task adj (queue\$3 or dequeue\$3))	USPAT	OR	OFF	2005/03/31 13:50
S27	15	S26 same agent\$1	USPAT	OR	OFF	2005/03/31 13:50
S28	7	("5333266" "5530740" "5721770" "5764898" "5793861" "5796791" "5872841").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:34
S29	3	agent same (available) same ((system or buffer or queue) adj overload\$3)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:37
S30	1533	(accept\$3 or agree\$3) near2 (task or job or assignment)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:38
S31	1391	((system or buffer or queue) adj overload\$3)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:37
S32	0	S30 same S31	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:38
S33	1	S30 and S31	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:52
S34	15	agent near2 (accept\$3 or agree\$3) near2 (task or job or assignment)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:39
S35	6210	agent\$1 adj availab\$6	USPAT	OR	OFF	2005/03/31 14:47
S36	8	S35 same status adj message\$1	USPAT	OR	OFF	2005/03/31 14:48

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S37	126898	agent same (available or unavailable or (available adj if adj need\$2))	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:53
S38	838	agent same (available or unavailable or (available adj if adj need\$2)).ab.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:54
S39	0	agent same (available adj if adj need\$2)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:54
S40	0	agent near3 (available adj if adj need\$2)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:54
S41	0	(available adj if adj need\$2)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:54
S42	0	(available adj if adj needed)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:54
S43	6704	(available near2 needed)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:55
S44	144	S43 same agent	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 15:09
S45	109	S43 same agent	US-PGPUB; USPAT	OR	OFF	2005/03/31 15:09
S46	16557	agent\$3 near2 (availabl\$5)	USPAT	OR	OFF	2005/03/31 17:05
S47	45	"46" same workflow	USPAT	OR	OFF	2005/03/31 17:09
S48	276	task adj assignment\$1	USPAT	OR	OFF	2005/03/31 17:09
S49	4	S48 same agent\$1	USPAT	OR	OFF	2005/03/31 17:10
S50	242	agent adj status	USPAT	OR	OFF	2005/03/31 17:11
S51	2	S50 and (buffer or queue or system) adj1 overload\$3	USPAT	OR	OFF	2005/03/31 17:16
S52	38	volume adj task\$1	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:17
S53	83624	exceed\$3 near2 threshold	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:17
S54	0	S53 same task adj assignment\$1	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:18
S55	0	(task adj assignment\$1) near5 (exceed\$3 adj1 threshold)	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:18
S56	0	((task adj assignment\$1) near10 (exceed\$3 adj1 threshold))	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:18
S57	8	((task adj assignment\$1) and (exceed\$3 adj1 threshold))	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:19

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S58	6	blend\$3 adj database	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:20
S59	73	high near3 (call adj volume)	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:26
S60	16	re?assign\$3 adj task\$1	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:27
S61	25495	S59 sam S60	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:27
S62	0	S59 same S60	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:27
S63	0	receiv\$3 near2 (agent adj status adj message)	USPAT	OR	OFF	2005/03/31 18:03
S64	0	receiv\$3 same (agent adj status adj message)	USPAT	OR	OFF	2005/03/31 18:03
S65	0	receiv\$3 near5(agent adj status adj message)	USPAT	OR	OFF	2005/03/31 18:03
S66	4	(agent adj status adj message)	USPAT	OR	OFF	2005/03/31 18:03
S67	0	multi?task\$3 same (agent adj status)	USPAT	OR	OFF	2005/09/29 08:57
S68	29	multi?task\$3 same (agent)	USPAT	OR	OFF	2005/09/29 09:01
S69	0	(agent adj availabl\$4) same (multi?task\$3)	USPAT	OR	OFF	2005/09/29 09:02
S70	15	(agent adj availabl\$4) and (multi?task\$3)	USPAT	OR	OFF	2005/09/29 12:01
S71	18	(agent adj (status or availabl\$4)) and (multi?task\$3)	USPAT	OR	OFF	2005/09/29 10:06
S72	0	(agent adj (status or availabl\$4)) same (multi?task\$3)	USPAT	OR	OFF	2005/09/29 09:06
S73	1	"6336575".pn.	USPAT	OR	OFF	2005/09/29 10:06
S74	1	"6366575".pn.	USPAT	OR	OFF	2005/09/29 10:07
S75	0	"6366575".pn. and multi	USPAT	OR	OFF	2005/09/29 10:07
S76	0	"6366575".pn. and multi?task	USPAT	OR	OFF	2005/09/29 10:07
S77	10	709/203,206,217,223,224;379/265,265.01,265.07,265.09,265.11,265.12,265.13.ccls. and(agent adj availabl\$4) and (multi?task\$3)	US-PGPUB; USPAT	OR	OFF	2005/09/29 12:02
S78	9817	(reassign\$3 or switch\$3 or chang\$3) near3 task\$1	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:01
S79	1213	system adj overload\$3	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:07
S80	0	S78 same S79	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:02

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S81	33	S78 and S79	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:02
S82	0	S79 same call adj system	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:07
S83	0	S79 same call adj center	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:08
S84	263	(queue adj overloaded) or (call near3 volume near3 high)	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:08
S85	0	S84 and web near call adj center	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:09
S86	41	web near call adj center	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:09
S87	8	("6389132").URPN.	USPAT	OR	OFF	2006/03/03 12:11
S88	24	("4510351" "5111391" "5185780" "5195172" "5289368" "5325292" "5369570" "5477447" "5481667" "5659768" "5917485" "6021403" "6021428" "6044355" "6081592" "6130942" "6134530" "6389132" "6449646" "6581105" "6661889" "6665395" "6744877" "6771764").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/03/03 12:19
S89	12	(mov\$3 adj1 agent\$1) same task\$1	US-PGPUB; USPAT	OR	OFF	2006/08/14 19:13
S90	62	("5903641").URPN.	USPAT	OR	OFF	2006/08/14 19:18
S91	6	("6173052").URPN.	USPAT	OR	OFF	2006/08/14 19:22
S92	11026	(reassign\$3 or switch\$3 or chang\$3) near3 task\$1	US-PGPUB; USPAT	OR	OFF	2006/12/04 13:32
S93	13	(reassign\$3 or switch\$3 or chang\$3) near3 (agent adj task\$1)	US-PGPUB; USPAT	OR	OFF	2006/12/04 13:35
S94	301	(agent adj task\$1)	US-PGPUB; USPAT	OR	OFF	2006/12/04 13:35
S95	25	(reassign\$3 or switch\$3 or chang\$3) same (agent adj task\$1)	US-PGPUB; USPAT	OR	OFF	2006/12/04 13:35
S96	381	((accept\$3 or agree\$3 or admit\$4 or acknowledg\$3 or allow\$3 or receiv\$3) near2 (task or job or assignment)) same agent\$1	US-PGPUB; USPAT	OR	OFF	2006/12/04 13:37
S97	14	709/203,206,217,223,224;379/265, 265.01,265.07,265.09,265.11,265. 12,265.13.ccls. and (reassign\$3 adj task\$1)	US-PGPUB; USPAT	OR	OFF	2006/12/06 11:00
S98	0	(reassign\$3 adj task\$1) same (exceed\$3 near1 threshold)	US-PGPUB; USPAT	OR	OFF	2006/12/06 11:00

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S99	5	(reassign\$3 adj task\$1) and (exceed\$3 near1 threshold)	US-PGPUB; USPAT	OR	OFF	2006/12/06 11:02
S100	1	"5903641".pn.	US-PGPUB; USPAT	OR	OFF	2006/12/06 11:02
S101	70	("5903641").URPN.	USPAT	OR	OFF	2006/12/06 11:07
S102	29	task adj volume	US-PGPUB; USPAT	OR	OFF	2006/12/06 13:52
S103	0	S102 same (exceed\$3 near2 threshold)	US-PGPUB; USPAT	OR	OFF	2006/12/06 11:07
S104	19527	(call or contact or communication or service) adj center	US-PGPUB; USPAT	OR	OFF	2006/12/06 13:53
S105	2280	((e or electronic) adj (note\$1 or message\$1 or mail)) or (voice adj call\$1) or (instant adj messag\$3) or (web adj interaction\$1) or task\$1 or skill\$1) near3 assignment\$1	US-PGPUB; USPAT	OR	OFF	2006/12/06 13:55
S106	21664	S104 sam3 S105	US-PGPUB; USPAT	OR	OFF	2006/12/06 13:55
S107	48	S104 same S105	US-PGPUB; USPAT	OR	OFF	2006/12/06 13:57
S108	5089	S106 and @pd<"20000627"	US-PGPUB; USPAT	OR	OFF	2006/12/06 13:56
S109	1	S107 and @pd<"20000627"	US-PGPUB; USPAT	OR	OFF	2006/12/06 13:56
S110	70	("5903641").URPN.	USPAT	OR	OFF	2006/12/06 13:57

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S11 1	95	("4752889" "4788682" "4789962" "4809272" "4837798" "4881261" "4969185" "5008930" "5029200" "5164981" "5181236" "5185782" "5206903" "5247569" "5309513" "5327490" "5333266" "5384771" "5384841" "5392329" "5400327" "5428608" "5444774" "5448626" "5479487" "5495523" "5500891" "5511117" "5526417" "5535270" "5535323" "5544232" "5546452" "5546455" "5546456" "5548636" "5550905" "5555297" "5557668" "5563805" "5570419" "5572581" "5577112" "5581664" "5586178" "5586179" "5586218" "5592543" "5594790" "5619508" "5619557" "5633923" "5633924" "5640577" "5652791" "5657383" "5668862" "5678002" "5699431" "5701399" "5703943" "5712902" "5715450" "5724406" "5724419" "5724420" "5740240" "5742675" "5790650" "5796791" "5802163" "5802526" "5812781" "5825869" "5826250" "5831665" "5832070" "5844982" "5848143" "5870464" "5884032" "5907547" "5923885" "5963635" "5991394" "6044146" "6078325" "6094673" "6263066" "6332154" "6356633" "6449356" "6449646" "6453038" "D344521").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/06 14:05
S11 2	19	system adj overload\$3 and S104	US-PGPUB; USPAT	OR	OFF	2006/12/06 14:26
S11 3	8	balanc\$3 near3 (workflow or task\$1) near3 agent\$1	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:05
S11 4	0	709/203,206,217,223,224;379/265, 265.01,265.07,265.09,265.11,265. 12,265.13.ccls. and ((call or contact or communication or service) adj center) and ((call adj volume) near3 threshold) and (balanc\$3 near3 (task\$1 or workflow))	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:12

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S11 5	22	709/203,206,217,223,224;379/265,265.01,265.07,265.09,265.11,265.12,265.13.ccls. and ((call or contact or communication or service) adj center) and (balanc\$3 near3 (task\$1 or workflow))	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:21
S11 6	67	((call or contact or communication or service) adj center) and (balanc\$3 near3 (task\$1 or workflow))	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:24
S11 7	225	task near3 reassign\$5	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:24
S11 8	153	task near1 reassign\$5	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:25
S11 9	18333	((call or contact or communication or service) adj center)	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:24
S12 0	5	S118 and S119	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:24
S12 1	3	(task near1 reassign\$5).ab.	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:25
S12 2	0	(agent near1 reassign\$5).ab.	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:25
S12 3	27	(agent near1 reassign\$5)	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:25
S12 4	9	("5978465").URPN.	USPAT	OR	OFF	2006/12/08 06:29
S12 5	0	("7139389").URPN.	USPAT	OR	OFF	2006/12/08 06:29
S12 6	8	("6144971").URPN.	USPAT	OR	OFF	2006/12/08 06:31
S12 7	9	("5239460" "5299260" "5594791" "5784452" "5825869" "5903641" "5946375" "6038544" "6049779").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:33
S12 8	6	("5046088" "5206903" "5309513" "5396542" "5592542" "5594791").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:35
S12 9	0	(task adj volume) near3 threshold	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:38
S13 0	29	(task adj volume)	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:40
S13 1	6	load adj balanc\$3 near3 (task\$1 or workflow) near3 agent\$1	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:42

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S13 2	78	exceed\$3 near3 (task or workflow) near3 threshold	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:43
S13 3	5	S119 and S132	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:45
S13 4	0	reassign\$5 near5 (agent adj task\$1)	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:46
S13 5	0	reassign\$5 same (agent adj task\$1)	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:46
S13 6	303	(agent adj task\$1)	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:46
S13 7	28	S119 and S136	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:47
S13 8	17	("5926539").URPN.	USPAT	OR	OFF	2006/12/08 06:48
S13 9	7	("6493695").URPN.	USPAT	OR	OFF	2006/12/08 06:56
S14 0	18	("5452341" "5479487" "5586179" "5623540" "5633924" "5675637" "5825869" "5828747" "5832059" "5867562" "5870464" "5903641" "5943416" "5963635" "5970065" "5974135" "6424709" "6493695").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:57
S14 1	1	("2003/0046142").URPN.	USPAT	OR	OFF	2006/12/08 07:03
S14 2	1	"6310951".pn.	US-PGPUB; USPAT	OR	OFF	2006/12/10 23:27